

Supply Chain Management - Goods and Services Acquisition - Selected Text Responses

Please describe the top five procurement issues and problems you face today.		Response Percent	Response Total
1.			38
	eVA Vendor Registration - It is difficult to get vendors to register and agree to pay the 1% fee.		
	eVA's inability to interface w/other business functions		
	Finding sources for SWAM vendors that are certified		
	Not enough staff to deal with eVA training & issues.		
	eVA upgrades that cause system and functional use problems.		
	Training agency staff on how to use the eVA procurement system and updates to system.		
	Too many duties & reports for one person to keep up with		
	eVA issues		
	Difficulty in using the e-VA system		
	eVA MANDATES		
	Poor tracking system for purchases to accounts payable		
	SPCC card. Payment card or Purchasing card?? After a Purchase, the PO still must be processed thru eVa unless point of sale. The reconciliation of the SPCC is time consuming and should not be duplicated thru eVa.		
	Total commitment required for agency purchases via eVA		
	Insufficient personnel to meet ever increasing work requirements and ever increasing reporting requests from other agencies		
	eVA		
	Staffing to handle state mandates such as SWAM, eVA, VITA, and PPEA		
	Meeting Vita requirements		
	Attracting appropriate SWAM vendors while operating within the limit vendor pool in eVA.		
	e-VA		
	Support for more eVA implementation, training, and ongoing end-user support that is geared toward our agency.		
	Cumbersome system issues (unnecessary approval levels)		
	meeting SWAM goals		
	eVA functionality - system speed and reliability		
	Users understanding eVA functionality.		
	Staffing		
	Compliance with requirements to use SWAM vendors when only 5,000 vendors have been certified by DMBE.		
	eVA is slow and cumbersome		
	Syteline interface with eVA, manual input still req'd.		

	No automation outside of eVA nothing is linked have to print PO's for accounts payable, reqs have to be printed and signed. We need an erp system or something like it.		
	The requirement of some Mandatory sources, i.e. (Dept. of Corrections, VITA, DGS) does not always allow for timely and cost effective delivery of goods and services.		
	Use of eVA and the double entry required		
	Competing mandates and directives		
	Limitation placed on the use of American Express Card.		
	eva training to SPCC users		
	End-users procuring goods/services without completing proper paperwork		
	Finding a commodity code for purchased items		
	Increased need (which is not being met) for procurement training for end users, business managers, vendors, and buyers which would include Virginia Public Procurement Act (VPPA), Department of Gen. Services-Agency Procurement & Surplus Property Manual (DGS-APSPM), eVA, VITA, Small, Women, and Minority Owned Business (SWAM) and small purchase charge card initiatives.		
	Limited resources available at local level to comply with procurement guidelines and requirements e.g. SWAM and WAM vendors, registering eVA vendors		
2.			38
	eVA Vendor Registration - For vendors that do not register, agencies must pay the 1% fee if used.		
	Restriction/Prohibition on AMEX card usage w/o inputing into eVA . This causes double entry and is extremely inefficient.		
	eVa- slowness of system		
	Not enough staff to deal with SWAM training, research and issues.		
	eVA Customer Care response when problems or issues are identified to the contractor		
	Working with suppliers to get them to register in eVA and with DMBE.		
	One Buyer does not work well for a Medium Size Agency		
	SWAM issues		
	Requirements for SWAM procurement		
	VITA DISFUNCTIONALITY		
	Lack of "smart" integrated purchasing, payment, budget computer system		
	eVA. It is mainly a confirming ordering process that we must go through. Captures money spent but not by category. Very little actual "buying" goes thru eVa.		
	Total commitment required to utilize eVA vendors only		
	General inefficiency and lack of normal computer system capabilities of the eVA system		
	length of procurement process		
	eVA - VDSS uses Oracle Gov't Financials as its ERP. Approved POs are imported to eVA. Errors are sent to holding database rather than e-mail; there is no way to correct errors		
	Achieving sufficient SWAM participation		

	Discrepancies between DMBE & eVA registrations		
	SWAM		
	Lack of payment processes in eVA or interface between eVA and CARS.		
	Uncoordinated vendor responses from VITA contracts		
	getting aviation specialty vendors to register in eVA		
	eVa Vendors - Lack of for product needed		
	Users understanding VITA rules and regulations.		
	Procedural Changes, such as changing and increasing requirements.		
	Requirement to use eVA for non-registered vendors.		
	VITA involvement further slows down the process		
	slow response time from eVA		
	Lack of staff. I am one person handling the entire agency. Including p-card, travel card, and lease agreements for field offices. Currently I have a part time for filing, assembling PO files, copying office related functions only.		
	Consistency of procurement process in a highly decentralized environment		
	SWAM vendors and attempts a meeting compliance		
	Using multiple systems for procurement related functions		
	Difficulty identifying SWAM vendors.		
	working with eva idiosyncrasies		
	incomplete specifications		
	Fulfilling Swam requirements		
	Need to fully automate procurement processes, to include internal authorization to expend funds & procure goods/services all the way through the payment process. Additionally, adding the statewide surplus property process to the system would be desirable.		
	On going eVA system problems e.g. system not always available		
3.			35
	eVA Vendor Registration - For some vendors that are the sole source of the service (publications, sole source systems), vendors will not register and agencies must bear the cost of the 1% fee.		
	Too much time and resources spent meeting administrative procedures and reporting not required by VPPA. i.e. SWAM, AMEX, Dashboard which are not directly related to actual procurement duties.		
	Too time consuming to find SWAM vendors for single quote purchases		
	Keeping current on professional development to deal with constant changes in laws & policies.		
	The requirement to obtain a quote from a small, women-owned or minority business for purchases less than \$5K		
	Auditing and monitoring procurement transactions within the agency to assure procurements are processed according to state law, state procurement policy and agency policy.		
	Orders still get stuck		
	VITA regulations		
	Difficulty in finding multiple vendors for specific commodities		

	SWAM MANDATES		
	Maintaining workforce competence in eVA		
	DMBE certification and mandatory usage. It is not feasible to on every purchase have to look up a vendor. We buy the same items weekly but still must see if there are any new DMBE certified vendors. We should be granted a 30 day or 60 day lapse if there is none this week.		
	Requirements to utilize small, women & minority vendors		
	Requirement to use eVA for small dollar procurements of items more efficiently purchased by end user using small purchase card		
	inability to quickly respond to changing IT markets		
	1% eVA fee requires numerous change orders to allow vendor credit on eVA fees		
	Significant time frame for DMBE registrations		
	Small charge card		
	Small, Woman, and Minority-owned Business (SWAM) Registration: There are still many SWAM vendors out there who are not officially registered with DMBE. We make efforts to encourage them to register, but it would help and would probably be more effective if DMBE provided more support in this area.		
	Confusing VITA contracts (mandatory vs. optional)		
	updating agency policies and training end users on changes		
	SWAM reporting - still manual		
	Users understanding complex contracts that DPS and VITA set-up.		
	Agency end-users need to allow additional time for processing timeframe for purchasing within regulations.		
	Vendor fees associated with eVA registration.		
	SWAM vendor goals are difficult to reach		
	SWAM requirements on small purchases		
	Additional education, training, certifications would be very helpful. Lacks of funds in the budget make this very hard to accomplish.		
	The limited availability of "certified" SWAM vendors who also want to provide goods and services		
	manual requisitioning process (paper requisitions)		
	increasing SWAM utilization		
	unrealistic delivery requirements		
	Converting manual paper process to automated function		
	Integration and management of various purchasing policies and state initiatives such as eVA, SWAM, VITA, small purchase charge card use is lacking.		
	Lack of sufficient training for eVA Vendors		
4.			32
	SWAM Vendor Registration - It is difficult to get SWAM vendors to register on eVA or to register as a SWAM vendor.		
	eVA is too focused on auditing requirements and reporting and purchasing functionality is secondary.		
	DMBE certification process too long and time consuming for vendors. Penalizes agency for expediting purchases, especially low dollar purchases.		

	Constant feedback required to end-users with delegated authority to teach them the value of eVA, SWAM and P-cards and how the Procurement staff adds value beyond those things.		
	The requirement to obtain goods or services as a point-of-sale purchase instead of having the ability to place orders via fax or telephone		
	Addressing procurement violations within the agency and educating staff on the policy and laws concerning the violation.		
	Supply Room Punch-Out Catalog does not work at times		
	Inability to consider cost in evaluation of professional svcs.		
	Procurement of goods and services through VITA		
	AMX MANDATES		
	Registering all vendors with eVA		
	When we are forced to utilize eVa the following happens regularly. A. PCO orders don't work correctly. The vendor sometimes sends an invoice while Purchasing is looking for the payment via AMEX. B. Quick Quote is anything but Quick or Easy. C. Commodity code does not match with what vendors might have selected therefore the QQ does not go to the proper vendors.		
	Employees and vendors buy-in and utilization of eVA		
	Limitations of usage of small purchase card to in person purchases		
	vendor-specific solutions vs. market-driven solutions		
	eVA PIM exemptions too limited		
	reporting		
	Small, Woman, and Minority-owned Business Reporting: It would help us and probably be a lot more efficient if DMBE, DOA, eVA, and AMEX could come up with a more automated means to accurately report SWAM Utilization for each agency on a quarterly basis instead of each agency having to produce its own report.		
	Slow response time on quote requests (VITA)		
	determining and following correct procedure for construction		
	SWAM Vendors - Lack of for agency needs		
	Meeting aspirational Supplier Diversity goals.		
	eVA limitations and complexity		
	Small vendor ability to comply with increase in general liability insurance from \$500,000 to \$1,000,000.		
	Not enough human resources to perform the work		
	AMEX (SPCC) requirements related to eVA - not cost effective		
	Training new users to eVa and training with the p-card. Having to accomplish this mainly by phone or email.		
	Upload/Download to eVA does not function well with all users		
	continual requests for data and information from external sources. Very time consuming retrieving and preparing data from multiple systems		
	assisting in transition of division of forensic science		
	eVA and financial systems are not integrated but need to be.		
	Duplication of payment process. Payment information is entered into eVA but then user is also required to input into the internal accounting system when paying		

	vouchers.		
5.			21
	eVa vendors not receiving electronic orders. No way to confirm when vendor has received the order until checking for delivery		
	Empowering procurement professionals to make decisions and seek professional development		
	Pulling data for monthly and quarterly reports for various reports required such as SWAM and Dashboard.		
	Can't order business as directed-have to use attachments due to DSN phone #'s not having area codes		
	SINGLE QUOTE LIMIT NO LONGER EXIST		
	Locating competitive, certified SWAM vendors		
	Removal of surplus property. There are no step-by-step procedures on how to go about removing surplus property and disposing of property. There is the LAW to be followed but nothing to facilitate this process. Therefore surplus property accumulates while waiting for disposal approval or sale of property which can average three to four months of waiting.		
	IT requirements requires more % of time for no agency benefit.		
	Requirement to obtain SWAM pricing on small dollar procurements		
	contract management resources and system		
	Need clear VITA policies and procedures		
	Procurement policy - Unclear Re: SWAM purchases		
	Retaining procurement staff.		
	SWAM goals		
	Vendors not being accurately registered in eVA for commodity codes and geographic regions serviced.		
	Unable to retain qualified procurement personnel		
	Dollar thresholds are too low for small purchase		
	Reviewing AMEX logs, receipts in a very short time frame from receipt of bill to the due dated needed by AP. In addition the necessity of having to cross reference AMEX SWAM and Commonwealth SWAM.		
	End users expectations not the same as requestor		
	Meeting the demands of increased reporting and studies.		
	Districts must ATV (transfer funds) to the VDH Central Purchasing Office for district purchases made by the central office buyers using small purchase charge cards.		
Total # of respondents 38 . Statistics based on 38 respondents; 0 filtered; 0 skipped.			

Please describe your top five recommendations to improve your procurement processes.		Response Percent	Response Total
1.			37
	eVA staff should devote time to registering vendors.		
	Use of AMEX SPCC should be allowed up the \$5,000 threshold w/o input into eVA-saving time and resources.		
	Eliminate SWAM requirements for purchases up to \$5000.		
	Guidance from DGS/DPS on how to teach end-users how they add value so that we can Procurement staff can be most effective for the agency		
	Provide more training to end-users		
	Increasing the dollar threshold requiring quotes from a women or minority supplier to be \$2,000 to \$5,000 (one quote from a women/minority). This is very time consuming for low dollar procurements.		
	Develop Procurement Staff of at least 2, possibly 3		
	Make eVA more user-friendly		
	Increase the number of statewide contracts with SWAM vendors		
	MODIFY ABOVE MANDATES TO STREAMLINE PROCUREMENT PROCESS FOR TIMELY DELIVERY OF GOODS		
	Electronic integrated purchasing, payables, budget, asset		
	Improve Surplus property disposal procedures.		
	Need more exempt purchase requirements based on agency mission, size & operations (Example books)		
	Additional staffing		
	eVA improvements or another real e-procurement system		
	Comprehensive VITA Procurement Manual		
	None, system works well for us		
	Develop one central place for vendor registration with no fee to encourage participation (only 2% of VA businesses currently registered with eVA)		
	changes to e-VA		
	More and better eVA training geared toward our agency needs.		
	Streamline approval processes		
	eliminate some redundancy in approval process		
	Improve system speed and reduce dropped transactions		
	eVA needs to be revamped to be more user friendly.		
	Online Requisition		
	A concentrated effort by a single agency (DMBE) to contact vendors and encourage/assist them in becoming SWAM certified.		
	Improve/eliminate cumbersome processes		
	eliminate SWAM requirements for purchases below \$5000		
	ERP System or some purchasing system: Currently we spend large dollar amounts processing a purchase order. A purchasing system will remove much of the paper now generated, and would lower operating costs and the number of		

	people handling a paper driven system. It would also allow for electronic approvals, receivables, payables, surplus and inventory management. Ease of tracking contracts, vendor compliance would be a benefit.		
	Simplified by consolidation of all submittals and approvals		
	Implement electronic requisitioning. push out to end users		
	Allow American Express Charges over the phone.		
	develop interface between CARS and eVA		
	Additional training		
	Eliminate paper processing		
	Provide more training to users and vendors by DGS, VITA, and DMBE.		
	Initiate pricing agreements with SWAM vendors, otherwise their prices are higher and not utilized		
2.			34
	SWAM staff should devote time to registering SWAM vendors.		
	Make eVA's response time between screen shots quicker than the 2 minutes we are currently experiences.		
	Purchases made with vendors that have not been certified with DMBE, should be counted in our SWAM figures.		
	Hold DMBE and eVA more accountable to each other or remove such high SWAM mandates.		
	Stop being re-active and become more pro-active		
	SWAM commodities should be revisited and the following commodities should be exempt from discretionary spends: educational books when purchased from the publisher or sole supplier, newspapers, publications for educational and library purposes, mandatory state contract, mandatory source contracts and sole source procurements.		
	Putting Accounting Codes in eVA seem un-necessary		
	Eliminate eVA vendor fees		
	Improve SWAM certification process and information available to user agencies		
	eVA NOT USER FRIENDLY		
	Hire additional help in purchasing		
	Either do away with eVA or completely revamp. SEE BELOW item 12.		
	Small vendors should have premium registration for no more than \$25		
	Establishment of dollar limit under which procurements can be made without SWAM and eVA requirements by any efficient manner		
	additional IT procurement resources		
	eVA 1% fee assessed at invoice level resulting in fewer change orders		
	Consider all e-commerce purchases as over the counter (e.g. no eVA fee for amazon)		
	changes to SWAM		
	Establish a single point of contact (vendor) to standardize pricing structures		
	receive training on construction procurement process		
	Drop sign-up fees for new eVA vendors		

	DPS and VITA need to have mirror processes, approvals and forms.		
	eliminate eVA and replace with an integrated application with full procurement, financial and asset accounting		
	Eliminate requirement to solicit one minority-owned or woman-owned business for purchases under \$5,000. Allow agencies to develop their own strategies to meet SWAM goals.		
	Make eVA more user friendly/understandable		
	Expand "best value" procurements		
	An additional full time purchasing person is needed for our Agency, especially as we expand to a second Care Center in the next two years and a possible third cemetery in the next five years.		
	Single data entry to include associated documents and links.		
	Use one system for all purchasing related functions		
	Continue to identify and certify SWAM vendors.		
	earlier involvement in process of conference/training procurements		
	Empower more end users with SPCC		
	Completely automate the procurement process.		
	Make punchout catalogs more appealing to vendors to set up to decrease time in entering and ordering non catalog items		
3.			29
	For vendors that are the sole source of the good or service (publications, sole source systems) that we must use, these vendors should be excluded.		
	Authorize the procurement professionals to make business decisions as to which process eVA vs. AMEX SPCC makes the most economical sense and value to COVA.		
	Conduct eVA testing in a live environment		
	Dept of Purchase and Supply awards should be awarded to more SWAM suppliers to help the Commonwealth meet the percentage of spend to SWAM suppliers.		
	Get rid of eVA - nothing wrong with old way (KISS)		
	Revise SWAM requirements to allow mtg. goals without burdensome small dollar requirements		
	AMX/eVA REQUIREMENT ONLY ALLOWS POINT OF SALE		
	Train employees on eVA and purchasing		
	Reports and searches in eVA need improvement.		
	Require all SWAM businesses to register with eVA and be certified with Dept. of Minority Business Enterprises with one source, either DMBE or DGS. Both registration and certification will happen together.		
	Capability to use small purchase card for small dollar purchases via phone & Internet		
	Additional procurement methods for IT		
	Electronic signatures of (i.e., RFP, Sole Source Contracts, etc) procurement documents		
	No agency eVA payments when vendors refuse to pay.		
	changes to SPCC		
	Require 48-hour turnaround on single quote vendor requests		

	Make Swam Reporting electronically		
	Statewide training programs needs to be developed to focus on three areas: Buyers (to include professional training and development), End-Users and Vendors.		
	More assistance from DMBE. Ongoing training for eVA vendors. More time and clarification on regulation changes.		
	Eliminate or reduce vendor fees associated with using eVA.		
	Hire additional procurement staff (classified FTEs)		
	Raise approval levels		
	Having seminars in Southwest VA or access to web based seminars, web based classes, and most importantly teleconference meetings from Richmond would be very helpful and remove the high cost of travel and time away from the office. Updates with periodic hands on to changes in eVA would also be helpful.		
	Standardized templates for terms and conditions		
	State should develop systems and/or data warehouses to capture and retain the historical data, reports and reporting parameters		
	re-evaluate mandatory use of eVA, often one size doesn't fit all situations.		
	Encourage more end users to be VCO certified		
	Establish processes that will streamline procurement; integrate procurement related initiatives such as SWAM, eVA, Small Purchase Charge Card Use.		
	Access eVA orders via purchase order number rather than purchase requisition number		
4.			23
	Force eVA to make the 3-way match or at least a 2-way with a limited \$ threshold.		
	Remove the requirement to advertise formal solicitations (RFPs)		
	Remove small from the SWAM equation because many of the small business are upset with agencies because emphasis is on women and minority suppliers.		
	Develop value analysis unit within DPS		
	FIREWALL RESTRICTIONS BE VITA INHIBIT ACCESS TO VENDOR AND PRODUCT INFORMATION RELATED TO NUMEROUS COMMODITIES/REQUIREMENTS		
	Improve the paper trail from purchasing to payables and assets		
	SPCC should be made a purchasing card not a payment card. Department of Accounting has imposed something on Purchasing via their contract with American Express that forces Purchasing to make PAYMENTS, not necessarily PURCHASES.		
	Remove requirement for SWAM review documentation for all purchases. Let agency achieve targets by their own methods.		
	MAJOR reprogramming of the eVA system to make usage more user friendly and efficient		
	Increased centralization to leverage buying for IT		
	Development of an automated forms program for agencies to use for their particular forms programs. (VDSS maintains approximately 400 forms, including contracting with forms warehouse for inventory and distribution. VDSS must commit funds to forms inventory, staffing, and general administration. No capture of data for forms used for various VDSS programs such as Food Stamps, Medicaid, Foster Care, etc.)		
	Offer some incentive for SWAM vendors to participate		

	The Commonwealth needs to simplify the SWAM certification process and ensure that the DOA, DPS and DMBE data bases all report the same data for certified vendors.		
	More training from DGS.		
	Eliminate requirement for agency director/designee approval for color printing.		
	Provide better/more useful eVA/SWAM training		
	eliminate AMEX (SPCC) requirements related to eVA -exempt from eVA input		
	Having several training areas throughout the Commonwealth where training can be taken with hands on computers etc.		
	Standardized templates for contracting in whole.		
	utilize more electronic approval work flow processes		
	Develop an online interactive web-site		
	Develop an internal contract (goods and services) database. An Excel spreadsheet is currently used and requires combining individual contract lists from districts and programs, which is inadequate. We need a database that contains detail contract information that interfaces with subsequent orders and the agency Financial & Administrative (F&A) system.		
	Integrate the accounting and payable process with CARS and the Voucher systems		
5.			18
	"over" receiving against an eVA purchase order must be pre-approved by the Buyer prior to close-out.		
	Remove the requirement to justify the use of a Request for Proposals		
	Software that can be only ordered on-line and with a charge card should be considered a point of sale and should be exempt from eVA and from VITA.		
	Leverage procurement power through mandatory State contracts		
	SWAM: AGENCY SHOULD BE GIVEN CREDIT FOR SOLICITATION OF SWAM VENDORS.		
	Become more centralized purchasing		
	If we keep eVA, then improve Quick Quote, commodity codes need to match with vendors and also make the Commodity codes the same throughout the system. Bob Seivert knows what this entails and means. Sometimes we have to use SECRET words to select the commodity code and other times the five digit code is required...confusing and inconsistent.		
	Reduce scorecard requirements for > 95% eVA. Let agency set acceptable targets.		
	Increased turn around time on required reporting of one-time non-scheduled projects to allow for proper reporting without neglecting normal duties		
	Allow market to dictate IT solutions and drive pricing		
	Issue clarifications on SWAM purchasing vs. lowest bidder		
	The Commonwealth needs to be more proactive in recruiting and retaining procurement professionals.		
	Improve procurement process involving VITA		
	Give agencies greater control to enter into their own contracts		
	Not sure what the solution is... this is just very labor intensive as it is right now.		

	Single location for posting, addendum, bid tab, award.		
	Disseminate procurement rules and regulations to end user promptly.		
	Having Central Office Purchasing and General Services conduct procurement audits/reviews of agency work units.		
Total # of respondents 38 . Statistics based on 37 respondents; 0 filtered; 1 skipped.			

Regarding the policy that governs/directs use of Commonwealth-wide contracts, what issues impact their use?		Response Percent	Response Total
			35
	With the exception of "technology" contracts, we have no issues with state-wide contracts. Technology contracts include a 5% add-on fee to VITA, which impacts agency budgets.		
	Manadatory use of eVA when the AMEX SPCC could hae been utilized which use would have saved time.		
	Mandatory contract pricing on items that can be purchased locally at a lower price.		
	We can sometimes obtain goods from another vendor quicker than the delivery time mandated on the contract.		
	<ul style="list-style-type: none"> - Mandatory dollar and/or minimum order quantities - long lead times - restrictive delivery or other requirements - mandatory SWAM contracts to help reach 40% goal 		
	Minimum Order Quantity, Mandatory/Optional Use, Non-Competitive Pricing and Delivery Schedules.		
	The greatest impact state wide contracts have for agencies is that it reduces the agency's opportunity to build SWAM expenditures because of the lack of SWAM suppliers awarded a contract.		
	Needed Item Availability - sometimes a state contract does not have "exactly" what the end user needs.		
	The non-mandatory use of contracts for high volume goods and services dilutes the Commonwealth's purchasing power resulting in prices that are less competitive.		
	MANDATORY SOURCES I.E.: CORRECTIONS AND VIB ARE NOT COST EFFECTIVE TO THE COMMONWEALTH - PRIVATE INDUSTRY CAN SUPPLY BETTER QUALITY, DELIVERY AND PRICING. EXAMPLE: FURNITURE - PENS		
	Our staff use all Commonwealth - wide contracts for cost and time savings to the agency.		
	We utilize the contracts when what they have is required, i.e. furniture, briefs, drugs, office supplies, copiers, light bulbs, computers. These contracts work.		
	Minimum purchase requirements.		
	No real problems with state contracts, prefer them to be optional use when at all possible, as many are.		
	VITA establishes statewide contracts for use by all public bodies for IT goods and services. VITA is able to leverage the buying power of agencies, institutions and public bodies to drive discounts and reduced pricing. Statewide contracts also provide a vehicle for VITA to govern enterprise architecture standards through establishment of these accessible contracts. 2.2-4304 of the VPPA allows public bodies to purchase from other public bodies' contracts if the procurement was done on behalf of other public bodies, this increases the risk of rogue IT buying and decreases centralization of IT procurement and leveraging.		
	<ol style="list-style-type: none"> 1. VDSS does not receive credit for SWAM sub-contract usage of State Contractors (i.e., Temporary Personnel Services). 2. State contracts facilitate more efficient procurements (less administration; savings). 		
	Some Commonwealth-wide contracts result in poor service to Southwest Virginia		

	locations.		
	SWAM participation and available goods and services and lower costs		
	In some cases, they are low bid and vendor performance is poor.		
	Most of our issues are VITA/DGS related. VITA should work more closely with DGS to standardize contracts and policies between the two agencies.		
	none		
	Complaints - costs are too high.		
	Whether the contract is set-up to be a mandatory or optional use contract.		
	Minimum quantity required.		
	Fewer contracts than in previous years.		
	Turn around time - delivery requirements such as Correctional Enterprise.		
	Due to the de-centralized nature of procurement within our agency, our biggest issue is keeping staff informed on what is currently on contract.		
	Availability of specific items/services needed; time-frame to procure		
	n/a		
	Service factors- We are located in Southwest, VA and sometimes vendors are in the Richmond area and we have problems obtaining service for goods purchased. Higher cost of certain items on Commonwealth contracts, goods and or services can be obtained locally for less. Procedures in which a waiver may be obtained would be helpful.		
	Terms and Conditions are not specific to meet the needs and requirements of work on the public roadway.		
	1)Long delivery times 2)Specific model numbers not on contract 3)Software revisions on contracts not current, up to date		
	There are no issues involving the use of statewide contracts, they are used extensively for the purchase of numerous commodities. Do not recommend grouping numerous commodities on one contract.		
	If they are mandatory, DCJS obviously uses them as dictated. If they are optional, we may use them or we may elect not to use them for a variety of reasons such as not compatible with existing programs or to use a minority or woman owned business, etc.		
	High minimum requirements and high delivery charges on below minimum quantities ordered i.e. paper contract.		
	Timeliness, ARO and current competitive market value vs. the mandatory contract price. VEC vs open market furniture prices.		
	Issues include 1)requirements or scope of work;2) if it is a mandatory contract; 3) if it is cost effective, in terms of staff time, to use the Commonwealth contract rather than initiating a new contract; 4)ease of use; and 5)pricing.		
	Quality of product Time constraints Product availability Selection		

Total # of respondents **38**. Statistics based on **35** respondents; **0** filtered; **3** skipped.

Please identify up to five improvements for eVA.		Response Percent	Response Total
1.			37
	Assistance with vendor registration.		
	Speed		
	Speed		
	ability to submit PR w/o vendor data		
	Speed		
	Quick Quote should have a feature to issue an addendum. The only option now is to cancel and re-solicit.		
	Speed		
	Periodically save documents during "compose"		
	Improve processing speed and down time		
	NEEDS TO BE USER FRIENDLY/BETTER CUSTOMER SERVICE WITH PROBLEMS		
	Users want eVA to be easier to understand and use		
	Provide Confirmation back to AGENCY that the vendor has received the PO. Agency is often in the DARK not knowing if the order went thru eVA and ARIBA.		
	More accessibility to program/fund changes with accounting reports		
	Capability to enter ALL essential information on a single screen without having to repeatedly change from screen to screen to screen which is very inefficient and wastes time		
	Improved e-procurement abilities		
	Improve all aspects of Search Engine		
	Remove the fee charged to agencies for non-eVA purchases if the agency is over a compliance threshold.		
	Wider vendor pool		
	faster		
	An interface with CARS and payment (three-way match) functionality in or interfaced with eVA.		
	Streamline the approval processes		
	printed POs that display cost code info		
	Limited to one order entry at a time. must log out for each.		
	Improved VBO functionality for posting solicitations, etc.		
	Quicker response on problem solving.		
	Add accounts payable function		
	Easier to use by non-buyer staff		
	ability to amend "quick quotes"		
	Faster response time for order numbers.		
	Interface with VDOT Equipment and Inventory systems		
	Improve overall system speed, performance		

	Continue to improve system to make more user friendly.		
	when changing RO1 default request type to a VITA code that it default the "bill to" address to VITA instead of having to go back in to line item and edit it		
	faster order processing		
	Standardizing for commodity code structure		
	Increase training opportunities.		
	Make punchout catalogs more appealing to vendors to set up to decrease time in entering and ordering non catalog items		
2.			36
	Better commodity identification for vendor searches.		
	Combine SWAM		
	Make process for looking up commodity code and UOM easier		
	have an agency use only field that will print internal coding		
	Better browsing feature (Search Engines)		
	Fix the VBO modular so it is easier to fill out. Down load is slow. Publish date and closing date results in numerous errors before you can get the request to submit.		
	Approval Flows need revising		
	Eliminate vendor fee as funding mechanism		
	Approval process is cumbersome		
	SYSTEM CRASHES OFTEN/AVAILABILITY OF INTERNET SERVICE AND BACK UP SERVICE		
	Improve catalogs		
	Insure that credit card purchases (PCO orders) were and are actually processed as credit card purchases.		
	Immediate vendor registration notification		
	Capability to print ALL required information on the PO so that agency personnel can easily access information from the paper printout rather than having to go into the system and move through numerous screens to obtain essential information (commodity code number & description, cost code, sub-object code, project code,		
	Improved RFP preparation functionality - not commodity driven		
	Make Data Management (administration) of eVA more user-friendly		
	Match the SWAM designation in eVA with DMBE registration.		
	One stop registration for DMBE/eva		
	less agency reporting		
	A better vendor lookup and view feature: Currently, you cannot see all information about a vendor in one place. Depending on what you are looking for, you have to go to several different screens or reports to access vendor data.		
	Improve system response time		
	one click PO printing		
	Need search feature on approval page by req. number		
	The basic e-Mall is too complicated.		

	More timely and clearer communication of updates and the effects on eVA users.		
	Quicker navigation on dial-up connection		
	Reduce cumbersome steps		
	shorten response time		
	Easier to use Quick Quote		
	Identfy local vendors when requested		
	Remove 3-digit class code from NIGP commodity code search		
	eVA doesn't allow "negative" amounts to be entered for discounts, trade-ins, etc; it should		
	alphabetical listing of categories in dropbox		
	Expansion of ad-hoc reporting		
	Make system more intuitive and user friendly.		
	More detailed reports and adhoc reporting are needed at the District level as current reports are on an Agency level		
3.			33
	More streamlined approval for technology purchases.		
	Receiving currently allows for the "over" receipt fo goods and services w/o purchasing approval.		
	faster ordering processed once PR is submitted & approved		
	Notification from vendor to confirm order receipt		
	Fix the non-catalog modular so when line items are added only one purchase order is created. At the present time the only way this can be accomplished is by copying the line over and over until you have the number of lines needed to create the order and then editing each line to correct the information.		
	Too many emails for one order		
	Make data entry more user-friendly, less complex		
	Shorten and make easier the time it takes for new vendors to register		
	DUPLICATE ORDERS/AGENCY E-MAIL ADDRESS TO LONG FOR MOST VENDORS THEN THEY WILL NOT PROCESS OUR ORDERS		
	Improve the commodity code table and usage		
	Have all vendors re-establish and re-select commodity codes and areas of service that they can handle. Those that have chosen ALL have created a mess for using the system.		
	Items ordered notified of mandatory/state contract purchase to purchase		
	Capability to save non registered vendor information in the database for future usage by the agency. Having to repeatedly re-enter all this information is terribly inefficient; Capability to save a list of favorite vendors on a drop down list of 50-100 often used vendors		
	Prohibit non-contract suppliers from selling on eVA		
	Centralized location to post Grants		
	Free registration for vendors, no agency fees (especially when due to eVA accuracy issues)		
	no agency fees		
	The Commodity Codes need an overhaul.		

	easier for vendors to find AMEX card info		
	Reports need to be more user friendly		
	Standardize the use of NIGP commodity codes in eVA.		
	Online training of eVA related processes and topics		
	Eliminate vendor fees		
	Improve speed of system		
	ad hoc people/vendors into the VBO		
	Shop now catalogs have increased in number of vendors available		
	allow for vendor SWAM or appropriate certification		
	Portal tools don't work consistently		
	search engines need to be improved & faster; commodity code search engine is very poor		
	accounting coding should be moved to the final step in the process.t		
	Continued enhancement to non-catalog order creation, i.e. ability to save non registered information		
	Enhance system speed and reliability; and decrease error messages unrelated to end an user error.		
	Have Vendors incorporate shipping costs into eVA		
4.			30
	Reduction in agency costs for non-registered vendors.		
	Interface w/CARS for payment functionality.		
	ability to issue change orders to VITA orders even if they've been received against		
	More Punchout Catalogs		
	Add a function to allow procurement managers to assign orders that come into the buyers in box and identify the buyer that it was assign to without opening the order.		
	Get ALL emails, even though it's under my approval rate but it still asks for my approval whether than the person who put the order in (if under \$2,000)		
	Allow additional exemptions for small or certain local purchases		
	DECREASE THE NUMBER OF STEPS TO ENTER ORDERS		
	Stop self reporting burden on agencies		
	The 1 percent transaction fee should be eliminated, especially when Agency uses the RO2 purchase orders. This is an added cost to agencies already strapped for doing their job. Some limit should be selected that if the Agency is really trying and achieving a high percentage usage thru eVa, why penalize them for the infrequent use of a non-registered vendor.		
	Interface with CARS for accounts payable processing and expenditure reports		
	Capability to directly data enter into ALL blocks rather than requiring selection via a series of screen changes that is extremely time consumiming; capability to copy/cut/paste information rather than having to type everything; ability to format information in the description field rather than displaying a single long run-on sentence		
	Improved reporting and spend access		
	Financial Component		

	Better performance, user customerized reporting		
	Less steps to process a procurement		
	eVA upgrades need to perform better immediately and not make the system almost inoperable. Test thoroughly before implementation.		
	Have cost code field on summary page.		
	Needs to have more spaces for expenditure approvals.		
	Ability to see how vendors are registered in eVA and what commodities they are under.		
	Make it a complete ERP system.		
	Have DGS contact vendors to register in eVA		
	clearly identify change orders so vendors don't mistake for an additional order		
	Reporting tool, just would like additional training on this feature as it has changed.		
	Interface with Financial Reporting requirements		
	Improve catalogues in general		
	ad hoc orders; should be able to add vendor and vendor contact information all on the same screen		
	Allow edit capability for receiving reports submitted in error		
	Establish ability to issue addendum to Quick Quote solicitations.		
	Punchout catalogs should be alphabetized by Vendor		
5.			23
	Exclusions for publications and sole source vendors.		
	Interface with FAACS, LAS, VAPS for reporting purposes.		
	from "swoosh" page, tab to Registered Vendors		
	Reduce some of the windows		
	Develop a report to pull eVA data and CARS data to create a SWAM quarterly and monthly report.		
	More info on vendors (phone-fax #'s, contacts)		
	BUYER TRAINING ON VENDOR SIDE - VENDORS DOES NOT SEE THE SAME FORMAT AS THE BUYERS		
	Combine eVA purchasing with payment functionality		
	Improve the commodity code search and look up.		
	Customized reporting options		
	Search engine needs improvement; Server size need to be enlarged so system doesn't bog down so much; Modify ALL drop down lists on screen to list an increased number of favorite options - perhaps 20-30 rather than just the last 5		
	Require all orders to be tied to a contract #		
	Contract Management System - 1) All agency QuickQuotes should be viewable and amendable by any of the agency's procurement staff (not just the buyer who submitted QQ), 2) Agency procurement staff should be able to cancel QQ after closing, 3) Agencies with ERPs should be able to do change orders directly though eVA without going through ERP		
	More user friendly (especially for non-purchasing people)		
	Slow at peak business hours and when it rains!		

	Assurances that automated orders are received by vendor		
	More than one person can work on the same eVA order		
	Response time for eVA problems, excellent.		
	Remove requirement to use eVA if an existing ERP is in place		
	Punch out catalogues don't work consistently		
	if an order is edited after it has been approved; the previous approvers "fall out" of the process; and no AMS this is not a feature we want		
	Use one standard set of commodity codes (NIGP vs UNSPSC). Alphabetize list and/or provide more "user friendly" search capabilities.		
	Provide search capabilities by a common name rather than commodity code, District users are not professional buyers and know items by names rather than commodity code		
Total # of respondents 38 . Statistics based on 37 respondents; 0 filtered; 1 skipped.			

Does the current procurement process require redundant or double data entry? If so, please describe where this occurs. Please identify any potential alternatives to address redundant or double data entry.		Response Percent	Response Total
			36
	No. The current procurement process does not require any redundant or double data entry.		
	1. AMEX card usage- stop this requirement of putting it into eVA too. 2. eVA requisitions can not be turned into Quick Quotes when required. 3. e-requisition will require that the data is cut and pasted into a eVA.- Dummy down eVA to allow for endusers without procurement experience pass on basic requirements and specifications w/o having to be trained as buyers.		
	There are some very limited VITA purchases which requires dual entry. (about 5 since transformation inception).		
	Yes, for Finance/Accounts Payable and for our in-house contract management database.		
	No.		
	Since our agency is within a correctional facility there are locations that do not have high speed internet and therefore cannot use eVA. These locations create an agency requisition and the information is entered into eVA by a professional buyer and processed. Once high speed internet service is available this redundancy will be eliminated.		
	1)Redundant Approvals are a problem under EVA. 2)Entries into my Excel Spreadsheet are easier for looking up orders. Since eVA assigns random numbers there is no way to organize them efficiently. With my POWriter System (old method) I had access & reports for all orders done in one place.		
	No		
	none		
	DOUBLE ENTRY - DIRECT ORDERS TO VDC THROUGH eVA FOR SVTC TO STOCK REQUIRE A FMSII DOCUMENT TO UPDATE INVENTORY AND FOR PAYMENT PURPOSES.		
	Not on the purchasing side. We do make all entries for payments into CARS.		
	50% of time engaged in entering data into log. Also then payments are manually keyed into log when the payment clears CARS. This could be automated.		
	Need to maintain a separate database log in order to locate POs and develop reports.		
	Yes. VITA enters orders into eVA and Peoplesoft. All invoices go through Peoplesoft. This creates double entry - the systems cannot share information.		
	1. VDSS maintains an MS Access database of agency's contracts. 2. "Bill-to" and "Ship to" addresses in eVA require double entry of same information. 3. Receiving is entered into Oracle and eVA for VITA in-scope items. 4. Double entry of orders into eVA and Oracle for VITA inscope items		
	Double entry is not required due to the electronic interface between DMME's ERP and the eVA system.		
	No...some on VITA orders but relatively few		
	Procurement staff enter into federal financial system		
	Yes, but very limited. We have a few Excel spreadsheets that we use for tracking		

	and administering approximately 140 term contracts. eVA does not have a feature for administering term contracts.		
	typing paper requisitions, Finance Director approval, info then typed in eVA and Finance Director approves again, eVA PO info entered into agency PO log, and AAS.		
	No		
	No for all DOC agencies, except VCE which has redundant processes. VCE has a procurement system called Syteline. VCE has provided a separate survey response that is specific to VCE. See the VCE survey response for their answers to question #16.		
	No.		
	Yes, state park field staff re-enter procurement data to budget tracking software. None of the redundant entry is performed by procurement staff. Solution is to make eVA a complete ERP system.		
	Information is entered into eVA, into the agency's Access database when a charge card is not accepted by an eVA vendor, and into the agency's charge card database to track payment data for billing reconciliation		
	Some double entry required to/from eVA to/from Syteline. Enhance system interface.		
	Yes- From req to log (to keep track of the paper- end users log and purchasing log) to generation of PO. Paperwork back to end user. From receipt of goods coding to A/P to purchasing for a receiving report back to A/P for payment, entry into A/P system. We are not automated in any way we use excel spreadsheets, word documents/tables so question # 16 does not apply		
	NO..Reason: VDOT has an "in house" ERP Exception: when doing required QQPO in eVA		
	The redundant entry is for processing purchases into eVA. Internal systems are all electronic with forms signed using		
	Some double data entry is required under certain circumstances. If order is not an Amex order(is a regular p.o.) then it must be entered in two systems. The way to fix this is to develop an interface from eVA to our ERP.		
	Yes, the eVA system does not interface with VSP mapper inventory system. When items are received they are manually entered into mapper system.		
	SPCC (AMEX) orders are required to be entered into eVA and a lot of these types of orders don't lend themselves to eVA. Punchout catalog orders are fine but many other orders aren't practice. Why send in a magazine renewal to a company and then have to manually enter the order in to eVA as a non-catalog order? complete waste of time and this is just one example. This will become more of an issue as we train SPCC card holders how to use eVA since it is a requirement and will cause loss of productivity to a lot of the delegated end users.		
	For non-registered eVa vendors data that is required is not saved by the system when it is initially entered; therefore if we use the vendor again all information has to be re-entered.		
	N/A		
	No		
	Yes in payment processing. Users must enter accounting information into eVA when placing the order and then have to enter the same information into the Agency Voucher System when paying the invoice. This duplication would be		

eliminated if eVA was used through the payment process.

Total # of respondents **38**. Statistics based on **36** respondents; **0** filtered; **2** skipped.

What processes are used to monitor vendor performance?		Response Percent	Response Total
			36
	For contracts - annual vendor evaluation required from responsible division. Vendors supplying goods and services are monitored as used on a manual basis.		
	Compliant to Vendor Form, Contractor Evaluation Form, Contract Renewal Evaluation Form, Contract Administrator's file notes.		
	Evaluation sheet submitted to Contract Administrator each year at time of renewal for comments for the past period.		
	Assignment of contract administrators; written feedback to procurement; annual evaluations of vendors		
	Questionnaires, Vendor Surveys, Vendor Visits		
	Contract administration is done mainly by the end users. Larger contracts are monitored by an assigned contract administrator. In the event there is a problem the complaint is reported to the purchasing department and is resolved by a professional buyer.		
	Individual Contract Administrators are assigned (usually the End User) to each contract issued. The End User works closer with the project/contractor and let's me know if there are any problems		
	A contract administrator is appointed to monitor most large contracts. Contract officer contacts vendor to resolve reported complaints. Users are contacted for input.		
	Contracts are monitored by the program manager in accordance with the written contract language.		
	SUBMISSION OF VENDOR CONTRACT COMPLIANCE REPORT SUBMITTED TO PROCUREMENT BY DEPARTMENTAL CONTRACT ADMINISTRATOR		
	A contract administrator is assigned for every contract and purchase order. The CA must monitor and approve the vendor's final work before payment is made.		
	Contract Administrators complete yearly evaluations or as needed if performance is unsatisfactory.		
	Informally track for future use.		
	Limited time by purchasing staff. Mainly rely on dock staff or end user for compliance issues.		
	Monthly reporting Delivery Customer Feedback Acceptance Criteria Payment Retainage		
	Contract Administrators are designated to monitor vendor compliance of the agency's contracts. Contract Administrators develop monitoring tools in accordance with federal and state regulations.		
	contractor evaluations		
	Contract administration program with assigned responsibility to individuals to manage each contract.		
	No formal processes for monitoring overall vendor performance. Vendor performance problems are documented in our contract files as needed on a case-by-case basis, and we take action against poor performance when necessary.		
	State vendor complaint process (Purchases and Supply)		

	Buyer telephone calls to vendors		
	assignment of contract administrator		
	Audits		
	Vendor Performance is monitored via Contract Administration.		
	Contract administrator is assigned upon contract award and is to follow up on contractor performance during the contract period.		
	Vendors are monitored on an order by order basis but there is no long term performance data tracked by the agency.		
	Vendor performance is not a problem and does not justify resources devoted to it.		
	customer complaint forms/ quality assurance reps		
	We currently rely on end user feed back. This is with both goods and services.		
	The ERP can track Receiving data against PO data.		
	1)Delivery dates 2)Project mile stones 3)Project deliverables 4)Schedules 5)Timelines 6)Quality of goods and services 7)Under receipt, over receipt quantities, accurate invoices		
	Each procurement officer is well trained in contract administration. All contracts are monitored very closely for vendor performance. The end user communicates with the procurement staff on vendor performance.		
	we don't have many problems with vendor performance - luckily - so we deal with problems as they occur - why monitor something that we don't have a problem with?		
	End-users comments.		
	End user contract administrators.		
	Evaluate the contract reports, deliverables and terms and conditions against their performance; conduct an annual performance review before contract renewal; File Vendor Complaint Forms/Cure letter/etc. as prescribed by DGS if there are recurring problems.		
	No written procedures. Based on prior experience with the vendors.		
Total # of respondents 38 . Statistics based on 36 respondents; 0 filtered; 2 skipped.			

Are there any specific state or federal laws or regulations that would restrict our ability to reengineer this business process? If so, please provide the relevant citation.		Response Percent	Response Total
			31
	Title 2.2, Chapter 43 of the Code of Virginia - Virginia Public Procurement Act.		
	NO, as long as "Client" purchases which are currently exempt from the VPPA remain so. Agency has purchased a \$3 million system to meet Federal Reporting Requirements. the eVA system would not meet this reporting requirements.		
	Agency Procurement Manual CAPPS manual SWAM and SPCC requirements		
	Virginia Public Procurement Act of the Code of Virginia.		
	The Virginia Public Procurement Act 2.2-4300		
	This process has many federal requirements concerning our Title I funds and our federal grants. Too many to try and explain here.		
	The federal contracts require that certain federal clauses and stipulations be included for contracts in excess of \$50,000 and other unique requirements for individual contracts.		
	VPPA. Some Federal grant awards are governed by grant-specific regulations.		
	none known		
	NO		
	None I know about. VPPA guides Virginia's procurement.		
	DMBE mandatory solicitation of at least one vendor for purchases under \$5000. Over 95 percent of our purchases are under \$5000.		
	The mandatory utilization of eVA for "capturing spent funds" is not a purchasing tool.		
	Not that I am aware		
	information not readily available		
	There are federal contractual requirements such as Hatch Act and Buy American Act found in various federal agencies' Financial Assistance Rules. Additionally, buyers of products using Office of Surface Mining (OSM) grant funds must complete an annual federal OSM Conflict of Interest filing.		
	VPPA		
	None that we are aware of.		
	This question should be address to the Department of General Services (Purchases and Supply) and to the Virginia Information Technologies Agency.		
	Virginia Public Procurement Act, and federal regulations for grant funded procurements		
	No		
	Any reengineering of procurement processes must be in compliance with the Virginia Public Procurement Act (VPPA).		
	Public Procurement Act		
	Not to our knowledge.		
	Virginia Public Procurement Act		

	Do not know of any at this time.		
	Yes, For, Highway Construction and Maintenance Projects, VDOT is required to track expenditure data at a more granular level than eVA can provide. For example, FHWA or FEMA reimbursements require actual Route, County, Mile Post, Vendor, Truck, Operator, Inventory, UOM, etc. to validate the charge for any highway event.		
	None.		
	not sure		
	None to my knowledge.		
	Appropriation Act, Virginia Public Procurement Act, APSPM, Federal grant requirements.		
	Not that we are aware of.		
Total # of respondents 38 . Statistics based on 31 respondents; 0 filtered; 7 skipped.			

If you have any other concerns or comments about this functional area, please include them here.		Response Percent	Response Total
			21
	<p>A non-vendor, non-specific requisition can not be handled with eVA as currently configured. Also eVA does not meet agency business practices-agency must change to meet eVa not always a wise decision.</p> <p>Please contact me directly for additional information: James H. Gregory, VCO Purchasing Manager, 662-7516 or James.Gregory@drs.virginia.gov</p>		
	<p>Q#27 22 staff have monthly SPCC card limits of 5000. No employees have single transaction limits on their card</p> <p>Q#20 Info not available</p> <p>Q#18 Funds not budgeted by department</p>		
	<p>We need less restrictive requirements for those vendors who refuse to register in eVA. The Commonwealth (read Governor's office) should make it mandatory to do business not rely on each agency to take the hits.</p>		
	<p>When well qualified vendors have been requested to regester in EVA,SWAM and other compliance stipulations they said forget it; the cost of conducting business with the state far exceeded their profit margin. Others have stated that the cost for all this extra stuff will be buried somewhere not only once but maybe 10 times, so the Commonwealth taxpayers are really getting hammered for EVA SWAM and other compliance. So much for reducing the cost of goods and services that are being bought.</p>		
	<p>Procurement continues to be affected by executive and legislative changes such as preference laws, SWAM requirements and exceptions for various agencies from procurement rules.</p> <p>Note Re: #6 - Agency has unlimited delegated purchasing authority but survey will not allow this response.</p>		
	<p>SVTC PROCUREMENT DEPARTMENT IS RESPONSIBLE FOR THE PROCUREMENT AND MATERIALS MANAGEMENT FUNCTION FOR 4 STATE AGENCIES INCLUDING SOUTHSIDE VA TRAINING CENTER, HIRAM W. DAVIS MEDICAL CENTER, CENTRAL STATE HOSPITAL, AND THE VIRGINIA CENTER FOR BEHAVIORAL REHABILITATION. THE ABOVE ANSWERS RELATE TO ALL 4 SOUTHSIDE CAMPUS AGENCIES.</p>		
	<p>P card processing is not efficient for small agencies. It increases the paperwork burden for the procurement officer and accounts payable. The reconciliation and coding requirements along with additional CAPP requirements do not increase efficiency as intended. Additional tracking systems must be created to obtain vendor information for SWAM. If "convenience" codes are used then additional budget tracking detail is needed. If they are not used, then the processing of the payment takes more time than normal vendor payments.</p>		
	<p>Ever increasing work demands with with insufficient staff to accomplish the work results in some important work functions not being performed. Inefficiencies of the eVA system, requiremnts for SWAM on low dollar purchases, and inability to use small purchase card for phone and Internet procurements add to this problem.</p>		
	<p>Our electronic system meets our needs and has been complimented on by APA auditors</p>		
	<p>Several answers left blank due to time constraints of the survey response.</p>		
	No		

	<p>In the past four years, the eVA implementation, the VITA transition and the Commonwealth's Supplier Diversity initiative have all had a huge impact on how we procure in the Commonwealth. These changes have included limited training and no added resources for most agencies' procurement staff. Obviously the procurement process is important to the COV. We need to recognize the value of procurement professionals in the Commonwealth and provide the resources to get the job done (the millions paid to consultants for recommendations for leveraging the Commonwealth's power might have been better spent). Per DOC Accounting Unit, the information is not available to respond to question #21. I do not have information to respond to question #22 and I am not sure whether eVA can generate a report showing changes orders processed or not. Question 24 asks about the number of contracts processed, but does not give detail on whether this question is asking about Purchase Orders which are obviously contracts or whether the intent is term contracts.</p>		
	<p>The budget and procurement staffing items in this survey only include data for the Procurement Section located within the Division of Administration. Because of the de-centralized nature of our procurement function, several hundred agency staff are involved in the procurement process but there is no information available on what percentage of their time is spent on this function.</p>		
	<p>DP&S interpretation of the VPPA is too rigid/restrictive and doesn't encourage out of the box thinking.</p> <p>Amount asked on page 7 are not readily available.</p> <p>Of the contracts listed on pg 7, the 80 contracts are term contracts, the 250 new contracts are typically single purchases over \$50,000.</p>		
	<p>Item number 23 amount of purchase orders are based on this Agency from 7-1-04 to 5-16-05 (9 1/2 month period not for the entire fiscal year) The Virginia Department of Veterans Services is a new Agency as of 7-03; I obtained eVA access in August of 03. Fiscal year 05 will be the first fiscal year were eVA had been emphasized.</p> <p>For question #18 I have one PT person in payband 3 and I am listed in payband 5. I am not sure if that answers the question or not. Thanks</p>		
	<p>The survey responses do not include professional services, and maintenance and construction contracts. The FTE numbers, etc. only reflect the purchase of goods and services by the Department.</p>		
	<p>None.</p>		
	<p>It should be noted that DCJS' Division of Forensic Science (DFS) that comprises approximately 2/3 of the agency's personnel will become an independent agency, the "Department" of Forensic Science, effective 7-1-2005. There is an MOU between DCJS & DFS for DCJS' procurement staff to perform that function for them until 7-1-2006.</p>		
	<p>#22 a purchase requisition form initiates the procurement process for goods/services and the agency purchase order is processed for orders over \$5,000.00.</p>		
	<p>VDH has a centralized and decentralized purchasing system; central office and other agency offices (districts, program offices, statewide office locations) work in partnership.</p> <p>#6. Delegation for goods is \$50,000; unlimited for purchase of services.</p> <p>#18 \$1,100 represents the FY 05 budget for the Office of Purchasing and General Services only.</p> <p>#19 This figure represents only the Office of Purchasing and General Services staff with procurement certifications.</p> <p>#27 The number of Procurement Card users and the Procurement Card spend represents agencywide numbers, rather than just the central office</p>		

The survey was completed based on changing the word Agency to District in all questions. The dollar amounts used in responses to questions 8 & 28 are 10 month figures for FY 2005. The answer to question 29 is based on having 4 users that have an monthly total amount in excess of \$5,000. No individual has a transaction amount limit in excess of \$5,000. The contracts included in question number 24 include equipment leases, MOU's, and the Local Cooperative Agreements		
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Total # of respondents 38 . Statistics based on 21 respondents; 0 filtered; 17 skipped.
